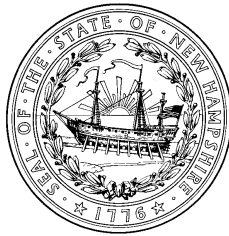


# **NEW HAMPSHIRE DEPARTMENT OF CORRECTIONS**

## **REQUEST FOR INFORMATION**



**NHDOC RFI 14-02-OFBI**

**Inmate Kiosk System**

**ISSUE DATE: September 27, 2013**

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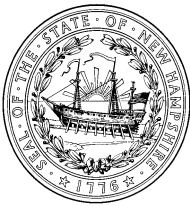
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**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF ADMINISTRATION**

**P.O. BOX 1806  
CONCORD, NH 03302-1806**

**603-271-5610 FAX: 603-271-5639  
TDD Access: 1-800-735-2964**

**William L. Wrenn  
Commissioner**

**Bob Mullen  
Director**

September 27, 2013

**Request for Information (RFI)**

RFI Title: Inmate Kiosk System

RFI Number: NHDOC RFI 14-02-OFBI

RFI Due Date: November 1, 2013 no later than 2:00PM, EST

RFI Service Regions: Northern NH Correctional Facility (NCF), Berlin, NH; Southern NH Correctional Facility locations: NH State Prison for Men (NHSP-M), Secure Psychiatric Unit (SPU), Residential Treatment Unit (RTU), Community Corrections: Transitional Work Center (TWC), Concord, NH and NH State Prison for Women (NHSP-W), Goffstown, NH.

**NH Department of Corrections Mission Statement:** *Our Mission is to provide a safe, secure, and humane correctional system through effective supervision and appropriate treatment of offenders, and a continuum of services that promote successful re-entry into society for the safety of our citizens and in support of crime victims.*

**SECTION A: Introduction and Purpose**

**1. Introduction:**

Attached is a Request for Information for the NH Department of Corrections (NHDOC) (herein known as the "NHDOC," "Corrections," "Department," "State of New Hampshire" or "State"). The New Hampshire Department of Corrections is seeking information on the eventual procurement of an Inmate Kiosk System.

**2. Purpose:**

The primary purpose of this RFI is to gather information and feedback from knowledgeable respondents that may be used to assist the NH Department of Corrections in the development of a competitive procurement process for an Inmate Kiosk System product and/or services.

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## SECTION B: Terms and Conditions

### 1. Issuance of RFI:

The issuance of this RFI is for informational purposes only and it does not serve as a substitute for a Request for Proposal (RFP) process. This RFI shall not imply an offer to do business with any RFI respondent nor shall it result in a contractual relationship. The right to accept any complete response, or portion thereof, or to accept none of the responses even if all stated requirements are met is reserved by the requestor.

### 2. Location of Posted RFI:

Copies of the RFI can be downloaded from the NH Department of Corrections website: <http://www.nh.gov/nhd/doc/business/rfp.html>

### 3. Proposal Inquiries:

- 3.1. Inquires shall be received no later than 2:00PM EST, on October 11, 2013. No inquiries will be accepted after 2:00PM on October 11, 2013.
- 3.2. All inquiries concerning this Request for Information shall be made in writing, citing the RFI Title, RFI Number, Page, Section and Paragraph submitted to:

NH Department of Corrections Sr. Business Systems Analyst 105 Pleasant Street Concord, NH 03301 Tel: (603) 271-4926 Fax: (603) 271-5639 <a href="mailto:rcormier@nhd.doc.state.nh.us">rcormier@nhd.doc.state.nh.us</a>
--

- 3.3. Respondents are encouraged to submit inquiries via US mail, fax or e-mail prior to October 11, 2013 in order to enable the NH Department of Corrections time to respond.

### 4. NH Department of Corrections Response Date for Respondent Inquiries:

An official written answer to all written inquiries received, meeting the requirements found in section Three (3), Proposal Inquiries, will be posted, anonymously, on the NH Department of Corrections website: <http://www.nh.gov/nhd/doc/business/rfp.html> on or prior to October 18, 2013.

### 5. Oral Presentation:

A Respondent may be required to make an oral presentation to clarify any portion of their response or to describe how the service and/or product requirements shall be accomplished. Respondents may be asked to conduct the presentation at a time period and location designated by the NH Department of Corrections.

### 6. Submission Criteria:

Proposals that do not respond to all aspects in this RFI may be excluded from further consideration and alternative information packages will not be considered. Any Proposal received after the submission deadline shall be considered "technically non-responsive" and the Respondent will be notified by the NH Department of Corrections.

- 6.1. RFI Response Due Date: All responses are due no later than Friday, November 1, 2013, 2:00PM EST.

- 6.2. **Labeling and Addressing RFI Proposals:** Please clearly mark the outside of your envelope **NHDOC RFI 14-02-OFBI Inamte Kiosk System**. Proposals must be received (not simply post-marked) by the NH Department of Corrections, Contract Administrator, P.O. Box 1806, Concord, NH 03302-1806 or hand delivered to Room 322, on the third (3<sup>rd</sup>) floor of the Main Building of the Governor Gallen State Complex, 105 Pleasant Street, Concord, NH, 03301 no later than **November 1, 2013 at 2:00PM EST**, to be considered.
- 6.3. **Specifications:** Respondents must submit Proposals as specified. Respondents shall be notified in writing if any changes to the Proposal specifications are made. Verbal agreements or instructions from any source are not authorized.
- 6.3.1. Proposals **must be sealed** or they shall not be accepted.
- 6.3.2. Please submit one (1) complete original and two (2) hardcopies of the RFI response and two (2) electronic copies compatible with Microsoft Word 2000 and Excel 2000 on a CD-ROM.
- 6.3.3. **The original copy shall be typed or clearly printed in black ink.**

**7. Rejection of Proposals and Cancellation:**

The NH Department of Corrections reserves the right to accept or reject any or all Proposals and to cancel this RFI in whole or in part upon written or published notice of intent to do so.

**8. Clarification:**

The NH Department of Corrections, at its discretion, may request clarification from a Respondent of a Proposal submitted.

**9. Right to Amend or Solicit a New RFI:**

The NH Department of Corrections, at its discretion, may amend the RFI without any liability to the Department or State of NH. The NH Department of Corrections reserves the right to solicit new requests for information regarding the products and services addressed in this RFI at any time.

- 9.1. If the NH Department of Corrections decides to amend or clarify any part of this RFI, a written notification shall be provided to all Respondents on the NH Department of Corrections website: <http://www.nh.gov/nhdoc/business/rfp.html>. This notification will also serve as a Public Notice.
- 9.2. It is the Respondent's sole responsibility to monitor the NH Department of Corrections website for RFI related publications to include, but not limited to: Public Notices, RFI Cancellations, Clarification Requests, Addendums, Questions & Answers, RSAs, Court Decrees and/or ancillary documents.

**10. Financial Commitment:**

Financial responsibility for preparing, delivering or presenting of Proposals is the sole responsibility of the Respondent.

**11. Fulfillment of Requirements:**

By submitting a RFI response package, the Respondent acknowledges that it has read and understands this RFI and is capable of fulfilling all requirements.

**12. Subcontractors:**

If your organization plans to utilize subcontractors for any portion of the services identified in this RFI, please include the subcontractor information, to include the types of services or functions in which you would plan to subcontract and a brief company profile. Said subcontractors shall meet all

requirements described in this RFI. Subcontracting of services shall require prior approval by the NH Department of Corrections.

**13. Terms of Submission:**

All material received in response to this RFI shall become the property of the NH Department of Corrections and shall not be returned to the Respondent. The NH Department of Corrections reserves the right to use any information presented in a Proposal.

**14. Public Records:**

NH RSA 91-A guarantees access to public records. As such, all responses to a competitive solicitation are public records unless exempt by law. Any information submitted as part of a bid in response to this Request for Proposal or Request for Bid (RFB) or Request for Information may be subject to public disclosure under [RSA 91-A](#). In addition, in accordance with [RSA 9-F:1](#), any contract entered into as a result of this RFP (RFB or RFI) will be made accessible to the public online via the website: Transparent NH <http://www.nh.gov/transparentnh/>. Accordingly, business financial information and proprietary information such as trade secrets, business and financial models and forecasts, and proprietary formulas may be exempt from public disclosure under [RSA 91-A:5, IV](#). If a Respondent believes that any information submitted in response to a Request for Proposal, Bid or Information, should be kept confidential as financial or proprietary information, the Respondent must specifically identify that information in a letter to the State Agency. Failure to comply with this section may be grounds for the complete disclosure of all submitted material not in compliance with this section.

**15. Evaluation of Proposals:**

15.1. The NH Department of Corrections has approved this RFI for issuance. The responses shall not be “scored” or formally evaluated in any way.

**16. Schedule of Events (Timetable):**

16.1. Table of Events and Important Dates:

Event #	Description of Event	Date of Event
1	RFI Issued	September 27, 2013
2	Written Inquiries Due	October 11, 2013
3	NHDOC Posts Answers to Inquiries	October 18, 2013
4	Oral Presentations	TBD
5	Proposals Due	November 1, 2013

**Note:** The above Table of Events and Important Dates may be altered at any time by the Department with the exception of No. 5: “Proposals Due.” The Respondent’s “Proposals Due” date cannot be changed in order to maintain the integrity of the RFI process. Notice of any such changes will be posted on the NH Department of Corrections website and will be entitled *Table of Events and Important Date*.

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## Proposal Cover Sheet

**RFI:** Inmate Kiosk System

**RFI NUMBER:** NHDOC RFI 14-02-OFBI

**LOCATION OF SERVICES:**

Northern Region: Northern NH  
Correctional Facility (NCF)

Southern Region: Southern  
Correctional Facilities & Secure  
Psychiatric Unit (SPU)

**PLEASE TYPE OR CLEARLY PRINT IN THE SPACES PROVIDED BELOW.**

1. VENDOR: \_\_\_\_\_  
Name of Organization

2. BUSINESS ADDRESS: \_\_\_\_\_  
Street Address

\_\_\_\_\_  
City or Town

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

3. CONTACT PERSON: (Contact person if different from signatory) \_\_\_\_\_

4. TITLE OF CONTACT PERSON: \_\_\_\_\_

5. BUSINESS E-MAIL: (E-mail of contact person) \_\_\_\_\_

6. BUSINESS TELEPHONE: (Telephone number of contact person) \_\_\_\_\_

7. BUSINESS FAX: (Fax number of contact person) \_\_\_\_\_

8. COMPANY URL: \_\_\_\_\_

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

## SECTION C: Scope of Services

The State of New Hampshire, NH Department of Corrections (NHDOC) is soliciting Request for Information (RFI) responses that address a number of different inmate/offender service areas and is seeking vendors that can address as many of the functions listed below as possible through the use of Inmate Kiosks, Lobby Kiosks and Online systems.

### 1. Service Functions:

- Inmate Banking: automated deposit via visiting room lobby kiosk or other online system into inmate account;
- Offender Restitution Payments: automated deposit via online or other system into offender restitution account;
- Canteen/Commissary Orders: housing unit kiosks that allow inmate order placement;
- Inmate Music Service: delivery of digital music to inmates via a kiosk system;
- Inmate Email: inmate email delivered/sent via kiosk system;
- Inmate Grievance/Request Slip: form completion via kiosk system in housing units;
- Inmate Debit Card: delivery of a debit card to inmates upon release from incarceration;
- Other kiosk based functions such as account balance review, sick call requests, clothing requests & etc.

### 2. Location of Services:

Northern NH Correctional Facility (NCF), Berlin, NH; Southern NH Correctional Facility locations: NH State Prison for Men (NHSP-M), Secure Psychiatric Unit (SPU), Residential Treatment Unit (RTU), Community Corrections: Transitional Work Center (TWC), Concord, NH and NH State Prison for Women (NHSP-W), Goffstown, NH which is marked with an "X" below:

Northern Region – Northern NH Correctional Facility			
X	Northern NH Correctional Facility (NCF)	138 East Milan Road	Berlin, NH 03570
Southern Region – Southern NH Correctional Facilities			
X	NH State Prison for Men – (NHSP- M)	281 North State Street	Concord, NH 03301
X	Secure Psychiatric Unit (SPU)	281 North State Street	Concord, NH 03301
X	Residential Treatment Unit (RTU)	281 North State Street	Concord, NH 03301
X	Community Corrections – Men (TWC)	281 North State Street	Concord, NH 03301
X	NH State Prison for Women – (NHSP-W)	317 Mast Road	Goffstown, NH 03045

### 3. Subcontractors:

It is preferred that one vendor provide all Inmate Kiosk System applications for the Department. If your organization plans to utilize subcontractors for any portion of the services identified in this RFI, please include the subcontractor information, to include the types of services or functions in which you would plan to subcontract, and a brief company profile. All software must meet State of New Hampshire Standards which can be referenced at <https://www.nh.gov/doit/internet/vendors.php>.

### 4. Current Inmate/Patient/non-Adjudicated Resident Population as of 9/27/2013:

NH Department of Corrections Current Population		
Northern NH Correctional Facility (NCF)	Berlin, NH 03570	638
NH State Prison for Men – (NHSP- M)	Concord, NH 03301	1461
Secure Psychiatric Unit (SPU) / Residential Treatment Unit (RTU)	Concord, NH 03301	83
NH State Prison for Women – (NHSP-W)	Goffstown, NH 03045	125
Community Corrections	Concord, Manchester	306
<b>Current Inmate/Patient/non-Adjudicated Resident Population:</b>		<b>2613</b>

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## 5. Functionality:

Each response must address the following areas:

- 5.1. Housing Unit Inmate Kiosk System: It is expected that certain services requested would be delivered through kiosk located in the inmate housing areas.
  - 5.1.1. Please describe what your solution would be to offer the below listed functions:
    - o *Canteen/Commissary Ordering*: The kiosk should allow the inmate to place orders for in-house fulfillment. Please describe how the system handles rules and security such as limiting purchase amounts, restricted items, etc.
    - o *Digital Music Delivery Service*: Delivery of digital music via a kiosk to an inmates approved digital music player.
    - o *Inmate Email*: Delivery and transmission of emails and authorized photos to inmates via the in unit kiosk.
    - o *Inmate Grievance/Request Slip*: Allow inmates to complete request/grievance forms via the in unit kiosk.
    - o *Inmate Access to Account Balance, Sick Call or Other In-house Functions*: Allow inmates access to various information kept in the Department's Offender Management System (OMS) via the in unit kiosk.
  - 5.1.2. Please describe the physical kiosk proposed to be located in the inmate housing area.
    - o Kiosk design, unit specifications, durability, type of power and other wiring concerns.
    - o Type and amount of content that can be loaded onto each kiosk system.
    - o Materials used and construction of the case and wall mounting solution.
    - o Screen size options.
    - o Construction of cases and screens; are they vandal proof? Has your screen been tested against the gb9633-1988 and 60950 IEC 1999 "steel ball test" which means the panel remains undamaged after colliding with a 1kg steel ball falling from a height of 1m? If yes, please provide documentation as part of your response.
    - o Are the kiosks proprietary or could the NH Department of Corrections run other software on them as well as yours?
  - 5.1.3. Please describe in detail the type and level of support you will provide in the event one or more units malfunction or work as necessary to include proposed response time to the location or facility as well as turnaround time in the event a unit needs to be replaced.
  - 5.1.4. What is your ratio of kiosks per dorm compared to the inmate population? If your model for example is one (1) kiosk per seventy-five (75) inmates, is the ration of kiosks negotiable?
- 5.2. Visiting Lobby Kiosks: It is expected that certain services requested would be provided through kiosks located in the facility visiting room lobby.
  - 5.2.1. Please describe your solution to offer the below listed functions:
    - o The ability to accept paper currency, Automated Teller Machine (ATM), debit/credit cards.
    - o Security measures built into the kiosk such as camera or video to take a picture of the person completing the transaction, thumb print or does it require that the individual provide some form of documentation such as driver's license that is scanned and copied for identification verification?
    - o Does the vendor assume all liability for any fraudulent transactions that may occur with the deposit, even in the event the transaction occurred with a stolen or phony credit/debit/ATM card?

- o Can your system control transaction and balance limits (min/max) based on transaction type and point of transaction?
  - 5.2.2. Please describe in detail the type and level of support you will provide in the event one or more units malfunction, including proposed response time to the location or facility as well as turnaround time in the event a unit needs to be replaced.
  - 5.2.3. Please describe the physical kiosk proposed to be located in the visiting lobby areas?
  - 5.2.4. Describe the kiosk design, unit specifications, durability, type of power and other wiring concerns. Also, please describe the following:
    - o Type and amount of content that can be loaded onto each kiosk system.
    - o Materials used and construction of the case and wall mounting solution.
    - o What size screen options are available?
    - o Are the cases and screen vandal proof?
    - o Are the kiosks proprietary or could the NH Department of Corrections run other software on them as well as yours?
- 5.3. Online Payment System. It is expected that certain services requested would be provided through an online portal or other method. Please describe your solution to offer the below listed functions:
  - 5.3.1. *Deposits to Inmates Accounts:* An online or other payment processing system that would allow families to deposit money to an inmate's account via various payment methods. The vendor should handle payment processing and provide NH Department of Corrections with an electronic file of transactions and a daily deposit of funds.
  - 5.3.2. *Payments Toward Offender Restitution:* An online or other payment processing system that would allow families or offenders in the community to deposit money towards an offender's restitution obligations via various payment methods. The vendor should handle payment processing and provide NH Department of Corrections with an electronic file of transactions and a daily deposit of funds.
- 5.4. Release Debit Card. Describe your solution to offer the below listed functions:
  - 5.4.1. *Debit Card:* Provision of a debit card upon an inmate's release based upon available funds in an inmate's account.

## 6. Financials

Each response must address the following areas:

- 6.1. Financial Model: Please describe your financial model for the services offered?
- 6.2. Service Fees: The NH Department of Corrections realizes that some of the services requested are fee based and some are not. Please outline the fees charged for fee based services to the inmate or the inmate's family.
- 6.3. Revenue: What, if any, revenue share will be provided to the NH Department of Corrections from fee based services?
- 6.4. Cost of Kiosks: It is expected that all kiosk hardware will be provided by the vendor at no cost to NH Department of Corrections. If this is not your intention, please describe in detail, how the kiosk would be acquired by NH Department of Corrections.

## 7. Optional Service Area (Response not required)

- 7.1. Canteen/Commissary Ordering: If your organization provides order fulfillment services, please describe in detail those services?
  - 7.1.1. Please describe your business and financial model for canteen fulfillment?
  - 7.1.2. Would the NH Department of Corrections share in any revenue from canteen sales? And, if so, what would those percentages be?

- 7.1.3. Would your organization be able to interface your canteen ordering and fulfillment with NH Department of Correction's Offender Management System for purchase restrictions, account balance checks etc?

**8. RFI Response**

The response may include brochures and literature for any of the components of your proposed solution as attachments.

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## Section D: Glossary of Terms

Various terms and abbreviations are used within the RFI that may not be familiar to all readers. This glossary term and acronym list is an attempt to help make reading these documents easier and more understandable.

Term	Acronym	Description/Definition
Automated Teller Machine	ATM	
Compact Disc Read-Only Memory	CD-ROM	
Northern NH Correctional Facility	NCF	
North End House	NEH	
NH Department of Corrections	NHDOC	
NH State Prison for Men	NHSP-M	
NH State Prison for Women	NHSP-W	
Offender Management System	OMS	
Request for Bid	RFB	
Request for Information	RFI	
Request for Proposal	RFP	
Residential Treatment Unit	RTU	
Revised Statutes Annotated	RSA	Forms the codified laws of the state subordinate to the New Hampshire State Constitution.
Secured Psychiatric Unit	SPU	
Transitional Work Center	TWC	

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